

Order Accuracy

- **BellSouth changes to Service Order Accuracy Measure**
 - Changed measure so that CLEC service requests could have undetected errors, even from sampled base
 - Sampling methodology unknown. Could skew results with order types
 - Unauthorized change to 9 state report
 - BellSouth claims to now include all product offerings in the data universe (PM-20)
- **KPMG Findings**
- **AT&T's Experience**